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CHECKPOINT®

CHECKPOINT TROUBLESHOOTING: DISABLING THE CHROME-FRAME ADD-ON FOR INTERNET EXPLORER

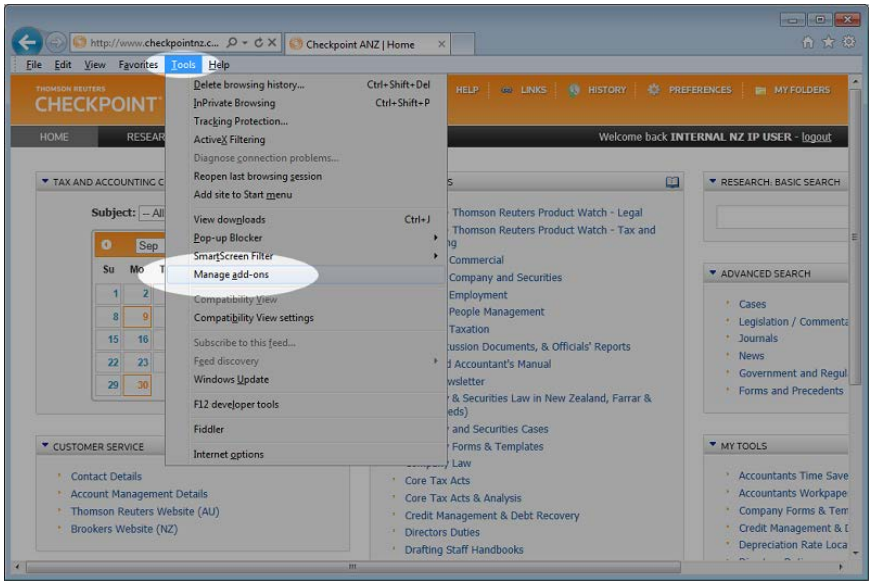
Checkpoint is not compatible with Chrome Frame for Internet Explorer

If you are using Internet Explorer, Thomson Reuters recommends disabling or uninstalling the Google Chrome Frame add-on before accessing Checkpoint NZ. The use of this add-on can interfere with the functionality of the Checkpoint NZ platform.

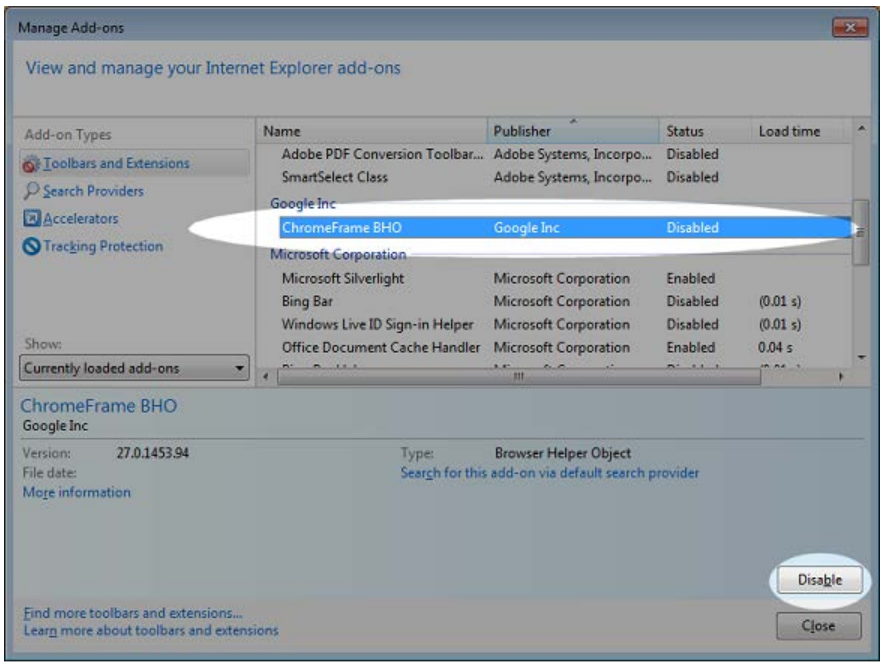
The Chrome Frame project is being retired by Google and they will cease support in January 2014 (http://blog.chromium.org/2013/06/retiring-chrome-frame.html).

To disable the Add-on:

1. Open Internet Explorer
2. Navigate to the TOOLs menu (if the menu bar is not visible, press Alt-T to bring up the TOOLS menu)
3. Select Manage add-ons from the menu



4. In the dialog that appears, ensure the Chrome Frame BHO entry is set to Disabled.



For assistance using Westlaw NZ, call 0800 10 60 60 or email trainers@thomsonreuters.co.nz

For further free reference materials, online tutorials and to book training visit training.thomsonreuters.co.nz

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